

LYNN SILIPIGNI CONNAWAY

(303) 246-3623

(614) 718-7378 (Office Fax)

Email: connawal@oclc.org

Web Page: <http://www.oclc.org/research/people/connaway.htm>

EDUCATION:

1989 to 1992

University of Wisconsin - Madison, Madison, WI
School of Library and Information Studies
Ph.D. Fall 1992
Minor in Public Policy and Administration
(Dissertation: The Levels of Decisions and Involvement in Decision-Making: Effectiveness and Job Satisfaction in Academic Library Technical Services.)

1986 to 1988

University of Arizona, Tucson, AZ
Master of Library Science
Major Paper addressed the collection development policies of the Mesa State College Library

1981 to 1982

Western State College, Gunnison, CO
Elementary Education/Media Specialist Certificate

1973 to 1977

Edinboro State University, Edinboro, PA
Bachelor of Science, Library Science

FUNDED RESEARCH:

Institute for Museum and Library Services National Leadership Grant, 2011-2013. "Cyber Synergy: Seeking Sustainability through Collaboration between Virtual Reference and Social Q&A Sites." Marie L. Radford, Rutgers University, Lynn Silipigni Connaway, OCLC Research, and Chirag Shah, Rutgers University, Co-Principal Investigators. \$250,000, plus matching from OCLC and Rutgers: \$553,000. Project Website URL: <http://www.oclc.org/research/activities/synergy/default.htm>

JISC, 2011. "Visitors and Residents: What Motivates Engagement with the Digital Information Environment." David White, Oxford University, and Lynn Silipigni Connaway, OCLC Research, Project Managers. Project Website URL: <http://www.oclc.org/research/activities/vandr/>

Arts and Humanities Research Council, 2010-2013. "User-Centered Design of a Recommender System for a 'Universal' Library Catalogue." Paul Clough and Barbara Sen, University of Sheffield, and Lynn Silipigni Connaway, OCLC Research, Project Supervisors. Project Website URL: <http://ir.shef.ac.uk/cloughie/resources/ahrc-cda2010.html#Project>

FUNDED RESEARCH, CONTINUED:

JISC, Information Environment Programme 2009-11, 2009. "Towards a Profile of the Researcher of Today: What Can We Learn from JISC Projects? Common Themes Identified in an Analysis of JISC Virtual Research Environment and Digital Repository Projects." Lynn Silipigni Connaway, OCLC Research, Project Manager. Project Website URL:

<http://www.jisc.ac.uk/whatwedo/programmes/inf11/researchbehaviourstudy.aspx>

Project Report URL:

http://ie-repository.jisc.ac.uk/418/2/VirtualScholar_themesFromProjects_revised.pdf

JISC, report, 2010. "The Digital Information Seeker: Report of Findings from Selected OCLC, RIN, and JISC User Behaviour Projects." Lynn Silipigni Connaway and Timothy J. Dickey, OCLC Research. Project Website URL:

<http://www.jisc.ac.uk/publications/reports/2010/digitalinformationseekers.aspx> Project Report

URL:

<http://www.jisc.ac.uk/media/documents/publications/reports/2010/digitalinformationseekerreport.pdf>

Institute for Museums and Library Services Research Grant, 2005-2007. "Seeking Synchronicity: Evaluating Virtual Reference Services from User, Non-User, and Librarian Perspectives." Lynn Silipigni Connaway, OCLC Research, and Marie L. Radford, Rutgers University, Co-Principal Investigators. \$684,996, plus matching from OCLC and Rutgers: \$405,078. Project Website URL: <http://www.oclc.org/research/activities/synchronicity/default.htm>

Institute for Museums and Library Services Research Grant, 2003-2005. "Sense-making the Information Confluence: The Hows and the Whys of College and University User Satisficing of Information Needs," Brenda Dervin, Ohio State University, Principal Investigator; Lynn Silipigni Connaway and Chandra Prabha, OCLC Research, Co-Investigators. \$480,542, plus matching from OCLC and OSU. Project Website URL:

<http://www.oclc.org/research/activities/past/orprojects/imls/default.htm>

University of Denver, Social Science Foundation Grant, 1998. "Identifying and Representing Electronic Engineering Resources: A Case Study in Knowledge Management." \$2,850.

University of Waikato, Computer Science Department, 1996. "Identifying the Research Needs and Information-Gathering Behaviors of Computer Science Scholars in New Zealand," Sally Jo Cunningham, University of Waikato, Co-Investigator. \$3,000.

University of Missouri-Columbia, Alumni Faculty Development Incentive Award, 1995. "Organized Access to Engineering Internet Resources Using Indexing Principles." \$1000.

Carroll Preston Baber Research Grant, American Library Association, 1995. "Organized Access to Engineering Internet Resources Using Indexing Principles," Danny Wallace, Louisiana State University, Co-Investigator, \$7,500.

University of Missouri-Columbia, Summer Research Fellowship and Research Council Grant, 1994, "Decision-Making in Academic Library Technical Services." \$6,000.

EXPERIENCE:

OCLC, Office of Research – Dublin, OH

July 2007 to Present

Senior Research Scientist

Formulate and lead externally-focused research projects and programs that support OCLC's participants and the library community, such as WorldCat data mining.

Represent OCLC and its participants in national and international external community and standards activities.

September 2009 to December 2009

Visiting Researcher, Department of Information Studies, University of Sheffield – Sheffield, England, United Kingdom

Analyze WorldCat query logs with Information Retrieval faculty

Lecture in postgraduate classes

Analyze use behavior studies, including virtual research environments and digital repositories, JISC-funded project

July 2003 to June 2007

Consulting Research Scientist III

Represent OCLC and its participants in national and international scholarly activities, including contributing to the scholarship in the fields of computer, library, and information science.

Provide analysis, advice, and solutions to problems & inquiries directed to the Office of Research by OCLC management and by peer-level staff members.

Seek external funding for research projects in collaboration with OCLC's members to investigate issues of importance to libraries and educational institutions.

NetLibrary, a division of OCLC Online Computer Library Center – Boulder, CO

August 1999 to July 2003

Vice President Research and Library Systems

October 2002 to June 2003 – Worked half-time with the OCLC Office of Research staff

Member of the netLibrary Executive Team and Management Team.

Supervised the collection, classification, and subject categorization of electronic books.

Supervised the cataloging and classification of electronic books in MARC format.

Supervised ten librarians and support staff.

Directed the team for the second version of the netLibrary search interface.

Conducted research in the organization and retrieval of electronic books.

Studied user behaviors and usage of electronic books.

Published and presented research findings and electronic book issues.

University of Denver - Denver, CO

Fall 1995 to August 1999

Director and Associate Clinical Professor, Library and Information Services Department, University College

Directed the Library and Information Services Program for University College.

Taught courses, "Organization of Information," "Professional Principles and Ethical Issues," and "Cataloging and Classification."

Conducted research in the areas of organization and access of electronic information and the education of information professionals.

Managed the Library and Information Services Department and budget.

Hired full-time and adjunct faculty.

Prepared the Department for the American Library Association accreditation process.

Promoted the program locally and nationally.

Developed and participated in the netLibrary/University of Denver Corporate/Academic Partnership.

EXPERIENCE, CONTINUED:

University of Missouri - Columbia, Columbia, MO
Winter 1993 to Summer 1995

Assistant Professor, School of Library and Informational Science
Taught the graduate course, "Organization of Information." Teach AACR2 Revised for cataloging monographs; ANSI standards; CD-ROM searching techniques for Wilson Line, SilverPlatter, DIALOG, First Search, EPIC, and OCLC; Indexing and abstracting concepts; Sears Subject Headings; Library of Congress Subject Headings; the Dewey Decimal Classification System, the Library of Congress Classification System, and MARC format.

Winter 1993 to Summer 1995

Assistant Professor, School of Library and Informational Science
Taught the graduate course, "Cataloging and Classification." Teach AACR2 Revised for cataloging monographs, serials, and audiovisual materials; Sears Subject Headings; Library of Congress Subject Headings; the Dewey Decimal Classification System; OCLC; and MARC format.
Taught the graduate course, "Technical Services." Teach the management of technical services including the evaluation of integrated online systems and personnel management.
Taught the graduate course, "Advanced Cataloging and Classification." Teach AACR2 Revised for cataloging serials, non-print materials, and maps; Library of Congress Subject Headings; the Library of Congress Classification System; OCLC; and MARC format.

University of Wisconsin - Madison, Madison, WI
Spring 1992

Instructor, School of Library and Information Studies
Taught the graduate course, "Cataloging and Classification" Taught AACR2 Revised for cataloging monographs, serials, and audiovisual materials; Sears Subject Headings; Library of Congress Subject Headings; the Dewey Decimal Classification System; OCLC; and MARC format.

Fall 1990 to Spring 1992

Teaching Assistant, School of Library and Information Studies
Assisted in the instruction of the graduate course, "Bibliographic Control and Organization." Taught AACR2 Revised for cataloging monographs; CD-ROM searching techniques for Wilson Line, SilverPlatter, and Dialog; Indexing concepts; Sears Subject Headings; Library of Congress Subject Headings; the Dewey Decimal Classification System; OCLC; and MARC format.

Fall 1989 to Fall 1990

Reference and Catalog Librarian, Instructional Materials Center
Program Assistant in the reference and catalog departments. Assisted with the collection development and weeding of the reference collection, ILL, CD-ROM and online searching, and the cataloging of the standardized test collection.

Mesa State College Library, Grand Junction, CO
1986 to 1989

Head of Technical Services and Cataloging (promoted)
Supervised two assistants and student assistants.
Oversaw the cataloging and processing of monographs, serials, maps, and audiovisual materials.
Supervised the bar coding of materials and the implementation of the automated catalog.
Faculty liaison for collection development for the School of Nursing and Allied Health.
Worked at the reference desk a minimum of 40 hours per month.
Assisted with online searching and bibliographic instruction.

EXPERIENCE, CONTINUED:

1984 to 1986

Assistant Cataloger

Supervised student assistants.

Coordinator and overseer of the retrospective conversion project and the reclassification of library materials from the Dewey Decimal Classification System to the Library of Congress Classification System.

Delta County Public Library, Delta, CO

1982 to 1984

Children's Librarian

Selected children's materials, presented story hours, and organized the Summer Reading Program.

1982 to 1984

Elementary School Teacher

Taught grades K-12 as a substitute teacher.

Taught primary grades as a long-term substitute.

Delta Head Start Program, Delta, CO

1981 to 1982

Preschool Teacher

Taught preschool classes to four and five year old children.

Colorado Mountain College, Alpine Campus, Steamboat Springs, CO

1980 to 1981

Instructor in the Early Childhood Education Department

Taught two children's literature courses and a storytelling course.

Preschool Teacher

Supervised students in the Early Childhood Education Department at the college laboratory preschool, The Discovery Center.

Taught preschool classes at The Discovery Center.

Big Beaver Falls Area School District, Beaver Falls, PA

1977 to 1978

Elementary School Librarian

Traveled to three elementary schools in the district.

Taught classes and conducted story hours every thirty minutes for students in grades K-6.

Ordered, cataloged, classified, and processed all materials for the three school libraries.

Documented and accounted for federal, state, and district monies.

OTHER EXPERIENCE:

University of Wisconsin - Madison/Extension, Madison, WI

1993

Course Instructor, School of Library and Information Studies

Taught course "Management of Technical Services" with Debra Wilcox Johnson.

Course focused on the manager as decision-maker. Issues in technical services were used to illustrate the processes of decision-making.

OTHER EXPERIENCE, CONTINUED:

University of Wisconsin - Madison, Madison, WI
1991

Research Assistant, General Library System, Library Coordinating Committee
Met with the directors of the General Library System libraries on a weekly basis and reported directly to the Chancellor of the University. Assisted the library directors in decision-making research.

1991

Consultant for the Use of Online Catalogs
Assisted with focus group interviews and drafted the report of undergraduate students, graduate students, and faculty of the University of Wisconsin - Madison to identify their use of online catalogs.

Arrowhead Library System, Janesville, WI
1990

Consultant for the Review of Library Services
Assisted with focus group interviews of Rock County senior citizens to develop county library services for senior citizens. Assisted with the documentation of the results of the interviews.

Western Archaeological Society, Tucson, AZ
1987

Consultant for Technical Services and Cataloging
Taught staff to search and catalog serials on OCLC. Installed OCLC Microenhancer cataloging software and instructed staff in its use.

CONTRACT:

Engineering Information, Inc., 1997-98. Organization of the International House included in the Ei Village web site. Select, index, and abstract sites for the International House. \$25,000.

PUBLICATIONS:

Radford, M. L., & Connaway, L. S. (2012). Chattin' 'bout my generation: Comparing virtual reference use of Millennials to older adults. In M. L. Radford (Ed.), *Leading the Reference Renaissance: Today's Ideas for Tomorrow's Cutting Edge Services* (pp. 35-46). New York: Neal-Schuman.

Wakeling, S., Clough, P., Sen, B., & Connaway, L. (2012). "Readers who borrowed this also borrowed..." Recommender systems in UK libraries, *Library Hi Tech*, 30(1). [Available: www.emeraldinsight.com/journals.htm?issn=0737-8831&volume=30&issue=1&articleid=17014513&show=pdf]

Connaway, L. S., & Dickey, T. J. (2011). Publisher names in bibliographic data: An experimental authority file and a prototype application. *Library Resources and Technical Services*, 55(4), 182-194.

Connaway, L. S., Dickey, T. J., & Radford, M. L. (2011). "If it is too inconvenient I'm not going after it:" Convenience as a critical factor in information-seeking behaviors. *Library & Information Science Research*, 33(3), 179-190.

PUBLICATIONS, CONTINUED:

- Connaway, L. S., & Radford, M. L. (2011). *Seeking synchronicity: Revelations and recommendations for virtual reference*. Dublin, OH: OCLC Research. [Available: <http://www.oclc.org/reports/synchronicity/full.pdf>]
- Connaway, L. S., White, D., & Lanclos, D. (2011). Visitors and Residents: What motivates engagement with the digital information environment? *Proceedings of the 74th ASIS&T Annual Meeting*, 48: 1-7.
- Johnson, R., Connaway, L. S., Alexander, S., Downing, K. E., Du, Y., & Eden, B., et al. (2011). *Environmental Scan 2010*. Chicago: Association of College & Research Libraries. [Available: <http://www.ala.org/ala/mgrps/divs/acrl/publications/whitepapers/EnvironmentalScan2010.pdf>]
- Radford, M. L., Connaway, L. S., Confer, P. A., Sabolsci-Boros, S., & Kwon, H. (Spring 2011). "Are we getting warmer?" Query clarification in live chat virtual reference. *Reference & User Services Quarterly*, 50(3), 259-279. (Winner of the 2012 Reference Service Press Award).
- Radford, M. L., Radford, G. P., Connaway, L. S., & DeAngelis, J. A. (2011). On virtual face-work: An ethnography of communication approach to a live chat reference interaction. *The Library Quarterly*, 81(4), 431-453. [Available: <http://www.jstor.org/stable/10.1086/661654> and <http://www.oclc.org/research/publications/library/2011/201109-lq.pdf>]
- Wakeling, S., Clough, P., Sen, B., & Connaway, L. (2011). If we build it, will they come? Recommendations and WorldCat. *Proceedings of the American Society for Information Science and Technology*, 48(1), 1-3.
- Connaway, L. S. (2010). Digital natives meet digital libraries: Discovering their behaviors and preferences for information seeking. In *Libraries in the Digital Age (LIDA) 2010: Digital scholarships: Support by digital libraries & digital natives: Challenges & innovations in reaching out to digital born generations, May 24-28, 2010, Zadar, Croatia* (pp. 39-43). [Available: http://web.ffos.hr/lida/datoteke/lida_2010_proceedings.pdf]
- Connaway, L. S., & Dickey, T. J. (2010). *The digital information seeker: Report of findings from selected OCLC, RIN, and JISC user behavior projects*. [Available: <http://www.jisc.ac.uk/media/documents/publications/reports/2010/digitalinformationseekerreport.pdf>]
- Connaway, L. S., & Dickey, T. J. (2010). *Towards a profile of the researcher of today: What can we learn from JISC projects? Common themes identified in an analysis of JISC Virtual Research Environment and Digital Repository Projects*. [Available: http://ie-repository.jisc.ac.uk/418/2/VirtualScholar_themesFromProjects_revised.pdf]
- Connaway, L. S., Downing, K., Du, Y., Goda, D., Jackson, M. L., Johnson, R., Lewis, J. S., & Salisbury, L. (2010). 2010 top ten trends in academic libraries: A review of the current literature. *C&RL News*, 71(6), 286-292. [Available: <http://crln.acrl.org/content/71/6/286.full>]
- Connaway, L. S., & Powell, R. R. (2010). *Basic research methods for librarians* (5th ed.). Littleton, CO: Libraries Unlimited.

PUBLICATIONS, CONTINUED:

- Connaway, L. S., & Radford, M. L. (2010). Virtual reference service quality: Critical components for adults and Net-Generation. *Libri*, 60(2), 165-180.
- Radford, M. L., & Connaway, L. S. (2010). Getting better all the time: Improving communication and accuracy in virtual reference. In M. L. Radford, & R. D. Lankes (Eds.), *Reference renaissance: Current & future trends* (pp. 39-54). New York: Neal-Schuman.
- Radford, M. L., & Connaway, L. S. (2010). "I stay away from the unknown, I guess." Measuring impact and understanding critical factors for Millennial Generation and adult non-users of virtual reference services. In *Online proceedings of the Fifth Annual iConference, University of Illinois at Urbana-Champaign, February 3-6, 2010*. [Available: http://nora.lis.uiuc.edu/images/iConferences/2010papers2_Page-Zhang.pdf]
- Connaway, L. S., Radford, M. L., & Williams, J. D. (2009). Engaging Net Gen students in virtual reference: Reinventing services to meet their information behaviors and communication preferences. In D. M. Mueller (Ed.), *Pushing the edge: Explore, extend, engage: Proceedings of the Fourteenth National Conference of the Association of College and Research Libraries, March 12-15, 2009, Seattle, Washington* (pp. 10-27). Chicago: Association of College and Research Libraries. [Available: <http://www.oclc.org/research/publications/archive/2009/connaway-acrl-2009.pdf>]
- Radford, M. L., & Connaway, L. S. (2009). Quality inquiry: User perspectives on virtual reference practice. In A. Grove (Ed.), *ASIS&T 2009 Proceedings of the 72nd ASIS&T Annual Meeting, Thriving on Diversity—Information Opportunities in a Pluralistic World, Vol. 46, 2009, Vancouver, BC, November 6-11, 2009*.
- Radford, M. L., & Connaway, L. S. (2009). Thriving on theory: A new model for virtual reference encounters. In A. Grove (Ed.), *ASIS&T 2009 Proceedings of the 72nd ASIS&T Annual Meeting, Thriving on Diversity—Information Opportunities in a Pluralistic World, Vol. 46, 2009, Vancouver, BC, November 6-11, 2009*.
- Connaway, L. S. (2008). Make room for the Millennials. *NextSpace*, 10, 18-19. [Available: <http://www.oclc.org/nextspace/010/research.htm>]
- Connaway, L. S., & Dickey, T. J. (2008). Beyond data mining: Delivering the next generation of service from library data. In A. Grove, & A. Rorissa (Eds.), *ASIS&T 2008: Proceedings of the 71st ASIS&T Annual Meeting, Vol. 45, 2008: People transforming information—Information transforming people*. Silver Springs, MD: American Society for Information Science and Technology.
- Connaway, L. S., & Olszewski, L. (2008). Visualizing the globalization of WorldCat. *NextSpace*, 9 [Available: <http://www.oclc.org/nextspace/009/research.htm>]
- Connaway, L. S., Radford, M. L., & Dickey, T. J. (2008). On the trail of the elusive non-user: What research in virtual reference environments reveals. *ASIST Bulletin*, 34(2), 25-28. [Available: http://www.asis.org/Bulletin/Dec-07/DecJan08_Connaway_etc.pdf]
- Connaway, L. S., Radford, M. L., Dickey, T. J., Williams, J. D., & Confer, P. (2008). Sense-making and synchronicity: Information-seeking behaviors of Millennials and Baby Boomers. *Libri*, 58(2), 123-135. [Available: <http://www.oclc.org/research/publications/archive/2008/connaway-libri.pdf>]

PUBLICATIONS, CONTINUED:

- McGlamery, S., & Connaway, L. S. (2008). Quality assurance in a multi-state, multi-national virtual reference cooperative. In J. Selthofer, T. Aparac-Jelusic, & M. Krtalic (Eds.), *Proceedings of the LIDA 2008 (Libraries in the Digital Age) Conference, Dubrovnik and Mljet, Croatia, June 2-7, 2008*, 68-78.
- O'Neill, E. T., Connaway, L. S., & Dickey, T. J. (2008). Estimating the audience level for library resources. *Journal of the American Society for Information Science & Technology*, 59(13), 2042-2050. [Available: <http://www.oclc.org/research/publications/library/2008/oneill-jasist.pdf>]
- Prasse, M. J., & Connaway, L. S. (2008). Usability testing: Method and research. In M. L. Radford, & P. Snelson (Eds.), *Academic library research: Perspectives and current trends* (pp. 214-252). Chicago: Association of College and Research Libraries, a Division of the American Library Association.
- Radford, M. L., & Connaway, L. S. (2008). Cordial connections: Evaluating virtual reference from user, non-user, and librarian perspectives using the critical incident technique. In J. Selthofer, T. Aparac-Jelusic, & M. Krtalic (Eds.), *Proceedings of the LIDA 2008 (Libraries in the Digital Age) Conference, Dubrovnik and Mljet, Croatia, June 2-7, 2008*, 56-67. [Available: <http://www.oclc.org/research/projects/synchronicity/resources/lida2008-radfordconnaway.pdf>]
- Radford, M. L., & Connaway, L. S. (2008). E-evaluating virtual viewpoints: User, non-user, and librarians perspectives on live chat-based reference. In A. Grove, & A. Rorissa (Eds.), *ASIST 2008: Proceedings of the 71st ASIS&T Annual Meeting, Vol. 45, 2008: People transforming information—Information transforming people*. Silver Springs, MD: American Society for Information Science and Technology.
- Connaway, L. S. (2007). The future of e-books. In D. Kresh (Ed.), *The whole digital library handbook*. Chicago: American Library Association.
- Connaway, L. S. (2007). Mountains, valleys, and pathways: Serials users' needs and steps to meet them. Part I: Identifying serials users' needs: Preliminary analysis of focus group and semi-structured interviews at colleges and universities. *Serials Librarian*, 52(1/2), 223-236. [Available: <http://www.oclc.org/research/publications/archive/2007/connaway-serialslibrarian.pdf>]
- Connaway, L. S., & Radford, M. L. (2007). Service sea change: Clicking with Screenagers through virtual reference. In H. Thompson (Ed.), *Sailing into the future: Charting our destiny: proceedings of the Thirteenth National Conference of the Association of College and Research Libraries, March 29-April 1, 2007, Baltimore, Maryland*. Chicago: Association of College and Research Libraries. [Available: <http://www.oclc.org/research/publications/archive/2007/connaway-acrl.pdf>]
- Connaway, L. S., & Radford, M. L. (2007). The thrill of the chase in cyberspace: A report of focus groups with live chat librarians. *Informed Librarian Online*. [Available: <http://www.informedlibrarian.com/guestForum.cfm?FILE=gf0701.html>]
- Connaway, L. S., & Wicht, H. L. (2007). What happened to the e-book revolution?: The gradual integration of e-books into academic libraries. *Journal of Electronic Publishing*, 10(3). [Available: <http://hdl.handle.net/2027/spo.3336451.0010.302>]

PUBLICATIONS, CONTINUED:

- Lavoie, B., Connaway, L. S., & O'Neill, E. T. (2007). Mapping WorldCat's digital landscape. *Library Resources & Technical Services*, 51(2), 106-115. [Available: <http://www.oclc.org/research/publications/archive/2007/lavoie-lrts.pdf>]
- Prabha, C., Connaway, L. S., Olszewski, L., & Jenkins, L. (2007). What is enough? Satisficing information needs. *Journal of Documentation*, 63(1), 74-89. [Available: <http://www.oclc.org/research/publications/archive/2007/prabha-satisficing.pdf>]
- Radford, M. L., & Connaway, L. S. (2007). "Screenagers" and live chat reference: Living up to the promise. *Scan*, 26(1), 31-39. [Available: <http://www.oclc.org/research/publications/archive/2007/connaway-scan.pdf>]
- Bolander, R. C., Connaway, L. S., & Radford, M. L. (2006). Seeking synchronicity: OCLC and Rutgers researchers explore virtual reference services by analyzing chat transcripts. *NextSpace*, 2, 18-19. [Available: <http://www.oclc.org/nextspace/002/research.htm>]
- Connaway, L. S., O'Neill, E. T., & Prabha, C. (2006). Last copies: What's at risk? *College & Research Libraries*, 67(4), 370-379. [Available: <http://www.oclc.org/research/publications/archive/2006/connaway-crl07.pdf>]
- Jackson, M., Connaway, L. S., O'Neill, E. T., & Lohr, E. (2006). *Changing global book collection patterns in ARL libraries*. Washington, DC: Association of Research Libraries. [Available: http://www.crl.edu/sites/default/files/attachments/pages/grn_global_book.pdf]
- Knievel, J., Wicht, H., & Connaway, L. S. (2006). Use of circulation statistics and interlibrary loan data in collection management. *College & Research Libraries*, 67(1), 35-49. [Available: <http://www.ala.org/ala/mgrps/divs/acrl/publications/crljournal/2006/jan/knieval-06.pdf>]
- Lavoie, B., Dempsey, L., & Connaway, L. S. (2006). Making data work harder. *Library Journal*, 131(1), 40-42. [Available: <http://www.libraryjournal.com/article/CA6298444.html>]
- Nicholson, S., Connaway, L. S. & Molyneux, B. (2006). Capturing untapped descriptive data: Creating value for librarians and users. Presented on the panel: Using context to improve data-based library evaluation through data warehousing, data mining and visualization. In A. Grove (Ed.), *Information realities shaping the digital future for all: Proceedings of the ASIST Annual Meeting, Vol. 43, 2006*.
- Radford, M. L., & Connaway, L. S. (2006). Seeking sustainability and singularity: Evaluating virtual reference from user, non-user, and librarian perspectives. In A. Grove (Ed.), *Information realities shaping the digital future for all: Proceedings of the ASIST Annual Meeting, Vol. 43, 2006*.
- Connaway, L. S. (April/May/June 2005). Making data work harder. *OCLC Newsletter*, 268. [Available: <http://www.oclc.org/news/publications/newsletters/oclc/2005/268/downloads/research.pdf>]
- Connaway, L. S. (2005). Physical space for virtual services and collections. *Portal: Libraries and the Academy*, 5(1), 127-131. [Available: http://muse.jhu.edu/journals/portal_libraries_and_the_academy/toc/pla5.1.html]
- Connaway, L. S. (2005). A research funding opportunity for library and information science faculty: The OCLC/ALISE Library and Information Science Research Grant Program. *Journal of Education for Library and Information Science*, 46(3), 258-65.

PUBLICATIONS, CONTINUED:

- Connaway, L. S., Lavoie, B., & O'Neill, E. T. (2005). Mining for digital resources: Identification and characterizing digital materials in WorldCat. In H. Thompson (Ed.), *Currents and convergence: Navigating the rivers of change: Proceedings of the Twelfth National Conference of the Association of College and Research Libraries, April 7-10, 2005, Minneapolis, Minnesota* (pp. 244-250). Chicago: Association of College and Research Libraries. [Available: <http://www.oclc.org/research/publications/archive/2005/connaway-acrl.pdf>]
- Connaway, L. S., & Snyder, C. (2005). Transaction log analyses of electronic book (eBook) usage. *Against the Grain*, 17(1), 85-89. [Available: <http://www.oclc.org/research/publications/archive/2005/connaway-snyder-atg.pdf>]
- Connaway, L. S., Snyder, C., & Olszewski, L. (2005). Geographical representation of library collections in WorldCat: A prototype. In B. Wildemuth, M. Crandall, & A. Grove (Eds.), *Sparkling synergies: Bringing research and practice together at ASIS&T '05, October 28-November 2, Charlotte, NC*. Medford, NJ: Information Today.
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RESEARCH PROTOTYPES:

The Audience Level prototype is a system developed in conjunction with the Audience Level research project. It uses library holdings data in WorldCat to calculate audience levels for books represented in the WorldCat database, based on the types of libraries that hold the titles. <http://www.oclc.org/research/activities/audience/default.htm>

The OCLC WorldMap is a prototype system that provides an interactive visual tool for selecting and displaying geographically coded data about libraries and collections. <http://www.oclc.org/research/activities/worldmap/default.htm>

SELECTED PRESENTATIONS:

Radford, M. L., Connaway, L. S., & Wengler, S. T. (2012). *Extending our virtual reach: A longitudinal study of query type and accuracy in live chat and IM reference*. Juried paper presented at the 2012 ALISE Conference, January 17, 2012, Dallas, TX.

Connaway, L. S. (2011). *Factors shaping user information behavior—A look at survey results*. Webinar hosted by NFAIS (National Federation of Advanced Information Services), December 19, 2011. [Available: <http://www.oclc.org/research/news/2011-12-12.htm>]

White, D., & Connaway, L. S. (2011). *Digital Visitors and Residents: Project feedback*. Video presentation, December 9, 2011. [Available <http://www.slideshare.net/jisc-elearning/digital-visitors-and-residents-project-feedback>]

Connaway, L. S., White, D., & Dempsey, L. (2011). *Digital Visitors and Residents: What motivates engagement with the digital information environment? An update on current findings*. Video presentation, October 13, 2011. [Available: <http://mediasuite.multicastmedia.com/player.php?p=m9x090z3>]

SELECTED PRESENTATIONS, CONTINUED:

Connaway, L. S. & Radford, M. L. (2011). *Seeking Synchronicity: Revelations & recommendations for virtual reference*. Webinar hosted by OCLC Research, November 15, 2011. [Available: <http://www.oclc.org/research/news/2011-11-30.htm>]

Radford, M. L., DeAngelis, J. A., Radford, G. P., & Connaway, L. S. (2011). *About face threat: An analysis of negative behaviors in computer-mediated communication*. Presented at the New York State Communication Association's Annual Conference, October 21-23, 2011, Ellenville, NY. [Available: <http://www.oclc.org/research/activities/synchronicity/ppt/nysca2011.pptx>]

Connaway, L. S., White, D., & Lanclos, D. (2011). *Visitors and Residents: What motivates engagement with the digital environment?* Presented at the ASIS&T Annual Meeting Bridging the Gulf: Communication and Information in Society, Technology, and Work Conference, October 10, 2011, New Orleans, LA. [Available: www.oclc.org/research/activities/vandr/asis2011.pptx]

Connaway, L. S. (2011). *Changing information behaviours: Making library content appeal to digital information users*. Presented at the 100 Deutscher Bibliothekartag, June 8, 2011, Berlin, Germany. [Available: www.oclc.org/research/presentations/connaway/db-20110529.pptx]

Connaway, L. S. (2011). *"I knew the Internet wouldn't give me a wrong answer." Identifying changing information behaviours*. Presented at the EDiNA Office, June 3, 2011, Edinburgh, UK.

Connaway, L. S. (2011). *What's Hot, What's Not!* Presented at the JISC Usability Meeting, June 1, 2011, London, UK.

Connaway, L. S., White, D., & Lanclos, D. (2011). *Visitors and Residents: What motivates engagement with the digital environment?* Presented at the JISC Usability Meeting, June 1, 2011, London, UK.

Connaway, L. S., & Dickey, T. J. (2010). *Bouncing, squirreling and other behaviors of digital information seekers*.
Presented at the University of North Carolina, November 2, 2010, Charlotte, North Carolina.
Presented at the University of South Carolina, School of Library and Information Science, November 3, 2010, Columbia, South Carolina.
Presented at the Charleston Conference, November 4, 2010, Charleston, North Carolina.
Presented at The e-Brarian Revolution: The Collapse of the Traditional Library and the Dawn of the New e-Empire, Charleston Conference, November 5, 2010, Charleston, North Carolina.

Connaway, L. S. (2010). *A funding opportunity for library and information science faculty: The OCLC Library and Information Science Research Grant Program*. Presented at Funding for Library and Archives Research, Library Research Seminar V, University of Maryland, October 9, 2010, Baltimore, Maryland.

Connaway, L. S., & Dickey, T. J. (2010). *"I don't have to know, I go to one spot:" Convenience as critical factor in recent user studies of information behavior*. Presented at the Library Research Seminar V, University of Maryland, October 8, 2010, Baltimore, Maryland. [Available: <http://www.oclc.org/research/presentations/connaway/lrsv2010.pptx>]

SELECTED PRESENTATIONS, CONTINUED:

- Connaway, L. S. (2010). *Bouncing, chunking, and squirreling: Curious behaviours of digital information seekers*. Presented at Queen Mother Library, University of Aberdeen, September 9, 2010, Aberdeen, Scotland.
- Connaway, L. S. (2010). *Bouncing, chunking, and squirreling: Curious behaviours of digital information seekers*. Presented at the JISC Library Management System Enhancement Programme Meeting, September 7, 2010, Glasgow, Scotland.
- Connaway, L. S. (2010). "If it is too inconvenient I'm not going after it:" *Convenience as a critical factor in information-seeking behaviors*. Presented at OPORS, September 1, 2010, Dublin, Ohio.
- Connaway, L. S. (2010). *What's the buzz? An Overview of OCLC Research*. Presented at EMEA Meeting, IFLA, August, 12, 2010, Gothenburg, Sweden.
- Radford, M. L., & Connaway, L. S. (2010). *Chattin' 'bout my generation: Virtual reference use by Millennials and Boomers*. Presented at the Reference Renaissance 2010 Conference, August 8-10, 2010, Denver, Colorado.
- Connaway, L. S. (2010). "Make it as easy as a Google Book Search." *Learning how to make the catalog usable*. Presented at the ALCTS Program on Cataloging and Beyond: Publishing for the Year of Cataloging and Metadata Research, ALA Annual Conference, June 24-29, 2010, Washington, D.C.
- Connaway, L. S. (2010). *The researcher of the future*. Presented at the 2010 Annual RLG Partnership Meeting and Symposium, June 9-11, 2010, Chicago, IL.
- Connaway, L. S. (2010). *Digital natives meet digital libraries: Discovering their behaviors and preferences for information seeking*. Invited speaker at Libraries in the Digital Age (LIDA) 2010: Digital scholarship: Support by digital libraries & digital natives: Challenges & innovations in reaching out to digital born generations, May 24-28, 2010, Zadar, Croatia.
- Radford, M. L. & Connaway, L. S. (2010). "I stay away from the unknown, I guess," *Measuring impact and understanding critical factors for Millennial Generation and adult non-users of virtual reference services*. Paper presented at the Fifth Annual iConference, University of Illinois at Urbana-Champaign, February 3-6, 2010. [Available: http://nora.lis.uiuc.edu/images/iConferences/2010papers2_Page-Zhang.pdf]
- Connaway, L.S. (2009). *Virtual reference in a research context*. Presented at the St. Andrews University Library, December 11, 2009, St. Andrews, UK.
- Connaway, L.S. (2009). "The library is a good source if you have several months." *Making the library more accessible in a digital environment*. Presented as a research seminar for faculty and post-graduate and doctoral students in the Archives Program at Glasgow University, December 9, 2009, Glasgow, UK. Presented as a research seminar for faculty and post-graduate and doctoral students for the Department of Information Studies, University of Sheffield, December 3, 2009, Sheffield, UK.
- Radford, M. L., Radford, G. P., Connaway, L. S., & Williams, J. D. (2009). *On virtual face-work: An ethnography of two live chat reference interactions*. Juried paper presented at the 2009 NCA Conference, November 12-15, 2009, Chicago, Illinois.

SELECTED PRESENTATIONS, CONTINUED:

Radford, M. L., & Connaway, L. S. (2009). *Quality inquiry: User perspectives on virtual reference practice*. Presented on panel, Social reference and digital reference: Online question answering practices in two diverse communities at the American Society for Information Science and Technology 2009 Annual Meeting, November 6-11, 2009, Vancouver, British Columbia. [Available: <http://www.oclc.org/research/activities/synchronicity/ppt/asist09-inquiry.ppt>]

Radford, M. L., & Connaway, L. S. (2009). *Thriving on theory: A new model for virtual reference encounters*. Presented on panel, Opportunities, threats, & theoretical approaches: Research in traditional and social virtual reference quality at the American Society for Information Science and Technology 2009 Annual Meeting, November 6-11, 2009, Vancouver, British Columbia. [Available: <http://www.oclc.org/research/activities/synchronicity/ppt/asist09-thriving.ppt>]

Connaway, L. S. (2009). *Virtual reference in a research context*. Presented at the RLG Partnership European Meeting, September 19, 2009, Leeds, UK.

Connaway, L.S. (2009). *What are virtual researchers up to? VREs and their users*. Presented at JISC Conference 2010: Technology: At the Heart of Education and Research, April 13, 2010, London, UK.
Presented at the Bodleian Library, Oxford University, December 15, 2009, Oxford, UK.
Presented at the Edinburgh University Library, December 10, 2009, Edinburgh, UK.
Presented as a guest lecture for faculty and post-graduate and doctoral students in the Archives Program at Glasgow University, December 9, 2009, Glasgow, UK.
Presented for the Department of Information Science, Loughborough University, December 2, 2009, Loughborough, UK.
Presented at the Loughborough University library, December 2, 2009, Loughborough, UK.
Presented at the Sheffield University library, December 1, 2009, Sheffield, UK.
Presented at the Cambridge University Library, November 23, 2009, Cambridge, UK.
Presented in a post-graduate class in the Department of Information Studies, University of Sheffield, November 18, 2009, Sheffield, UK.
Presented at the British Library, November 16, 2009, London, UK.
Presented at the RLG Partnership European Meeting, September 19, 2009, Leeds, UK.

Connaway, L. S., & Radford, M. L. (2009). *"Way sweet" or "just wrong:" Users and librarians reveal critical factors for virtual reference service excellence*. Presented at the ALA 2009 Annual Conference, July 11, 2009, Chicago, Illinois. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20090709-ala.ppt>]

Connaway, L. S. (2009). *Following the trail of WorldCat users*. Presented at the Query Log Analysis Workshop, May 27-28, 2009, London, UK. [Available: <http://ir.shef.ac.uk/cloughie/qlaw2009/presentations/connaway.pdf>]

Connaway, L. S., & Radford, M. L. (2009). *'I would sort of appreciate a little more understanding:' Engaging Net Gen students in virtual reference*. Presented at the ACRL Fourteenth National Conference, March, 14, 2009, Seattle, Washington. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/acrl2009final.ppt>]

Radford, M. L., & Connaway, L. S. (2009). *CREATING a new theoretical model for reference encounters in synchronous face-to-face and virtual environments*. Juried paper presented at the 2009 ALISE Conference, January 20-23, 2009, Denver, Colorado.

SELECTED PRESENTATIONS, CONTINUED:

- Connaway, L. S. (2008). *"I can get everything that I can get at a library and more online, and I don't have to go anywhere."* *Expectations of the Screenager Generation*. Presented at New York Public Library, December 10, 2008, New York City, New York.
- Connaway, L. S., & Dickey, T. J. (2008). *Data mining, advanced collection analysis, and publisher profiles: An update on the OCLC Publisher Name Authority File*. Presented at the XXVIII Annual Charleston Conference, November 7, 2008, Charleston, South Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/charleston2008.ppt>]
- Connaway, L. S. (2008). *Expectations of the Screenager Generation*. Presented to the RLG Partners meeting, November 6, 2008, Paris, France. [Available: <http://www.oclc.org/programs/events/2008-11-05c.pdf>]
- Connaway, L. S., & Dickey, T. J. (2008). *Beyond data mining: Delivering the next generation of services from library data*. Presented on panel, Transforming data into services: Delivering the next generation of user-oriented collections and services at the American Society for Information Science & Technology 2008 Annual Meeting, October 24-29, 2008, Columbus, Ohio. [Available: <http://www.oclc.org/research/presentations/connaway/asist2008.ppt>]
- Radford, M. L., & Connaway, L. S. (2008). *E-evaluating virtual viewpoints: User, non-user, and librarians perspectives on live chat-based reference*. Presented on panel, E-evaluating e-reference: Transforming digital reference through research and evaluation at the American Society for Information Science & Technology 2008 Annual Meeting, October 24-29, 2008, Columbus, Ohio.
- Connaway, L. S. (2008). *Why not the library first?* Presented as a keynote address at the New England Technical Services Librarians Conference, October 20-21, 2008, Manchester, New Hampshire.
- Connaway, L. S. (2008). *Email is for old people: Intergenerational disconnects in virtual reference communication*. Presented at Cleveland State University, September 5, 2008, Cleveland, Ohio.
- Radford, M. L., & Connaway, L. S. (2008). *Getting better all the time: Improving communication & accuracy in virtual reference*. Presented at Reference Renaissance, August 4-5, 2008, Denver, Colorado. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/refren08.ppt>]
- Connaway, L. S., Radford, M. L., Dickey, T. J., & Williams, J. A. D. (2008). *"I find what I need": Behaviors and information-seeking preferences of non-users of virtual reference*. Presented at the Library Research Round Table at the American Library Association Conference, June 26-July 2, 2008, Anaheim, California. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/lrrt2008final.ppt>]
- McGlamery, S., & Connaway, L. S. (2008). *Quality assurance in a multi-state, multi-national virtual reference cooperative*. Presented at the Libraries in the Digital Age 2008 Conference, June 2-7, 2008, Dubrovnik and Mljet, Croatia. [Available: <http://www.oclc.org/research/projects/synchronicity/resources/lida2008-mcglameryconnaway.pdf>]

SELECTED PRESENTATIONS, CONTINUED:

- Radford, M. L., & Connaway, L. S. (2008). *Cordial connections: Evaluating virtual reference from user, non-user, and librarian perspectives using the Critical Incident Technique*. Presented at the Libraries in the Digital Age 2008 Conference, June 2-7, 2008, Dubrovnik and Mljet, Croatia. [Available: <http://www.oclc.org/research/projects/synchronicity/resources/lida2008-radfordconnaway.pdf>]
- Radford, M. L., & Connaway, L. S. & Williams, J. A. D. (2008). "Ha Ha... Get a real job loser!!!" *An analysis of generational differences in the rerepresentation of nonverbal cues and of conflict in live chat transcripts*. Presented at the Nonverbal Communication Interest Group of the Eastern Communication Association Conference, May 1-5, 2008, Pittsburgh, Pennsylvania.
- Connaway, L. S., & Radford, M. L. (2008). *Smiling online: Applying face-to-face reference skills in a virtual environment*. Presented as a Webinar (Web Based Seminar) at OCLC, April 16, 2008, Dublin, Ohio.
- Connaway, L. S., & Radford, M. L. (2008). *Exceeding expectations: E-reference excellence in collaborative VR*. Presented on panel, Best practices in cooperative virtual reference at the Public Library Association 2008 National Conference, March 25-29, 2008, Minneapolis, Minnesota. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/pla2008.ppt>]
- Connaway, L. S., & Olszewski, L. (2008). *OCLC WorldMap: Visualizing information about collections and libraries worldwide*. Presented at OCLC Inclusion Council, January 31, 2008, Dublin, Ohio. [Available: <http://www.oclc.org/research/presentations/connaway/worldmapfinal2008-01-31.ppt>]
- Radford, M. L., & Connaway, L. S. (2008). *Users and librarians engaging in virtual spaces: Using critical incidents to inform practice and education in chat reference*. Presented at the ALISE Conference, January 8-11, 2008, Philadelphia, Pennsylvania. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/alise2008.ppt>]
- Connaway, L. S., de Gaia, J., & Radford, M. L. (2007). *Social networking: The confluence of content, collaboration and community*. Presented at the Online Information Conference, December 4-6, 2007, London, England.
- Connaway, L. S. (2007). "The Library is a good source if you have several months." *Making the library more accessible*. Presented at the Oklahoma Chapter, Association of College and Research Libraries (ACRL), November 5, 2007, Tulsa, Oklahoma. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/acrlokchapter2007-11-05.ppt>]
- Connaway, L. S. (2007). "The Library is a good source if you have several months." *Making the library more accessible*. Presented at the Delaware Valley Chapter, Association of College and Research Libraries (ACRL), November 2, 2007, Millersville, Pennsylvania. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/acrl-delval07-connaway.ppt>]

SELECTED PRESENTATIONS, CONTINUED:

- Radford, M. L., & Connaway, L. S. (2007). *Connecting in cyberspace: The Millennial generation and virtual reference service*. Presented to the panel, Behaviors and preferences of Digital Natives: Informing a research agenda at the American Society for Information Science and Technology 2007 Annual Meeting, October 18-25, 2007, Milwaukee, Wisconsin. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/asist07.ppt>]
- Radford, M. L., Connaway, L. S., & Williams, J. A. D. (2007). *Virtual rituals: Applying Goffman's face-work to an analysis of live chat reference encounters*. Presentation at the Library Research Seminar IV, October 10-12, 2007, London, Ontario, Canada. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/LRS-IV.ppt>]
- Connaway, L. S., & Radford, M. L. (2007). *Focusing on change: Connecting to both Millennials and Baby Boomers*. Presented at the information: interactions and impact (i3) conference, June 27, 2007, The Robert Gordon University, Aberdeen, Scotland. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070627-i3.ppt>]
- Radford, M. L., & Connaway, L. S. (2007). *Are we getting warmer? Query clarification in virtual reference*. Presented to the Library Research Round Table at the American Library Association Conference, June 21-27, 2007, Washington, D.C. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070623-ala-lrrt.ppt>]
- Connaway, L. S., & Radford, M. L. (2007). *Getting in synch with Screenagers: Virtual reference and sustaining the relevance of libraries*. Presented to the Independent Reference Publishers Group/ALA Panel, American Library Association Conference, June 21-27, 2007, Washington, D.C. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070622-ala-irpg.ppt>]
- Radford, M. L., & Connaway, L. S. (2007). *Not dead yet! Ready reference in live chat reference*. Presented at the RUSA New Reference Research, 13th Reference Research Forum, 2007, at the American Library Association Conference, June 21-27, 2007, Washington, D.C. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070624-ala-rusa.ppt>]
- Connaway, L. S., & Radford, M. L. (2007). *Shared expectations: Getting comfortable, and providing quality service in cooperative virtual reference*. Presented at the Best practices in cooperative virtual reference panel session at the American Library Association Conference, June 21-27, 2007, Washington, D.C. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070623-ala-oclcpanel.ppt>]
- Connaway, L. S. (2007). *"Google is user friendly...the library catalog is not:" Information-seekers' preferences*. Presented at the Tri-state College Library Cooperative, June 5, 2007, Malvern, Pennsylvania. [Available: <http://www.oclc.org/research/presentations/connaway/20070605-tsclc.ppt>]
- Connaway, L. S., & Radford, M. L. (2007). *Service sea change: Clicking with "Screenagers" through virtual reference*. Presented at the Association for College and Research Libraries, 13th National Conference, March 29-April 1, 2007, Baltimore, Maryland, and as a conference webcast. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070331-acrl.ppt>]

SELECTED PRESENTATIONS, CONTINUED:

- Radford, M. L., Connaway, L. S., & Williams, J. A. D. (2007). *Face-work in computer-mediated communication: An analysis of live chat reference encounters*. Presented at the New Jersey Communication Association Conference, March 24, 2007, Kean University, Union, New Jersey.
- Connaway, L. S. (2007). *Why not libraries? Users identify their information preferences*. Presented to the Central Ohio Chapter, American Society for Information Science and Technology (CO-ASIS&T), March 6, 2007, Dublin, Ohio. [Available: <http://www.oclc.org/research/presentations/connaway/co-asist20070306.ppt>]
- Radford, M. L., & Connaway, L. S. (2007). *Reflections of reference practice: Analyzing virtual reference transcripts*. Presented to the ALISE Conference, January 16-19, 2007, Seattle, Washington. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/alise07.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *Expect the unexpected: Urban Screenagers' communication and information-seeking preferences*. Paper presented at preconference, Urban communication: Creating sites for connection and action, National Communication Association, November 15, 2006, San Antonio, Texas. [Available: <http://www.oclc.org/research/projects/synchronicity/resources/nca2006-screenagers.pdf>]
- Connaway, L. S., & Olszewski, L. (2006). *A geographical representation of WorldCat resources: A decision-making tool for acquisitions and collection management*. Presented at the Charleston Conference, November 10, 2006, Charleston, South Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/20061110-charleston-worldmap.pdf>]
- Connaway, L. S. (2006). *Capturing untapped descriptive data: Creating value for librarians and users*. Presented at the session, The power of context-empowering data-based librarianship through data warehousing, data mining, and visualization, sponsored by the Special Interest Group on Library Technologies, American Society for Information Society and Technology Conference, November 8, 2006, Austin, Texas. [Available: <http://www.oclc.org/research/presentations/connaway/20061108-asist-untappeddata.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *Seeking sustainability and singularity: Evaluating virtual reference from user, non-user, & librarian perspectives*. Presented at the session, Shaping the future realities of virtual reference, sponsored by the Special Interest Group on Library Technologies, American Society for Information Society and Technology Conference, November 6, 2006, Austin, Texas. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/asist-mlr-r110406.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *"Screenagers" and virtual (chat) reference: The future is now!* Presented at the New Jersey Association of School Librarians, October 29-31, 2006, Long Branch, New Jersey. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/njasl06-screenagers-r.ppt>]
- Connaway, L. S., Radford, M. L., & Olszewski, L. (2006). *Virtual windows: Observing chat reference encounters through transcript analysis*. Presented at a symposium The Role of Observation and the Health of Community at the 19th International Association for People-Environment Studies, September 11-16, 2006, Alexandria, Egypt. [Available: <http://www.oclc.org/research/presentations/connaway/iaps20060828.ppt>]

SELECTED PRESENTATIONS, CONTINUED:

- Radford, M. L., & Connaway, L. S. (2006). *Face-work in chat reference encounters*. Presented at the Library Research Round Table Research Forum Librarians as research subjects, American Library Association Conference, June 24, 2006, New Orleans, Louisiana. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/ala06-lrrt.ppt>]
- Connaway, L. S., & Radford, M. L. (2006). *Seeking synchronicity: Evaluating virtual reference transcripts*. Presented at the QuestionPoint Users Group Meeting, American Library Association, June 25, 2006, New Orleans, Louisiana. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/ala06-qpusers.ppt>]
- Connaway, L. S. (2006). *Mountains, valleys, and pathways: Serials users' needs*. Presented at the NASIG 2006 Annual Conference, May 4-7, 2006, Denver, Colorado. [Available: <http://www.oclc.org/research/presentations/connaway/nasig200605.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *Relational communication in chat reference*. Presented at the 10th New Jersey Communication Association Conference, March 25, 2006, Montclair State University, Montclair, New Jersey. [Available: <http://www.oclc.org/research/presentations/connaway/radford-njca-chat-06.ppt>]
- Connaway, L. S. (2006). *Seeking synchronicity: Evaluating virtual reference transcripts*. Presented to the Research and New Technologies Interest Group, OCLC Members Council, February 14, 2006, Dublin, Ohio. [Available: <http://www.oclc.org/research/memberscouncil/2006-02/connaway.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *Seeking synchronicity: Evaluating virtual reference transcripts*. Presented at the 2006 ALISE Conference, January 16-19, 2006, San Antonio, Texas. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/alise06.ppt>]
- Connaway, L. S., & Heard, A. (2005). *Publisher name authority project: An attempt to enhance data mining for collection analysis and comparison*. Presented at the Charleston Conference, November 4, 2005, Charleston, South Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/charleston2005.ppt>]
- Connaway, L. S., Snyder, C., & Olszewski, L. (2005). *What in the world? Geographical representation of library collections in WorldCat: A Prototype*. Presented at the ASIS&T 2005 Annual Meeting, October 28 - November 2, 2005, Charlotte, North Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/asist20051024.ppt>]
- Connaway, L. S. (2005). *Got data, now what? Analyzing usability study results*. Presented to the LAMA/MAES Using Measurement Data for Library Planning and Assessment Committee at the ALA 2005 Annual Conference, June 26, 2005, Chicago, Illinois. [Available: <http://www.oclc.org/research/presentations/connaway/lama200506.ppt>]
- Connaway, L. S. (2005). *Data mining: Content management and collection and user analysis*. Presented as a keynote address at the Iowa OCLC Users Group 22nd Annual Conference, May 27, 2005, Iowa City, Iowa. [Available: <http://www.oclc.org/research/presentations/connaway/20050527-iouug-mining.ppt>]

SELECTED PRESENTATIONS, CONTINUED:

- Lavoie, B., Connaway, L. S., & O'Neill, E. (2005). *Mining for digital resources: Identifying and characterizing digital materials in WorldCat*. Presented at the ACRL 12th National Conference Currents and convergence: Navigating the rivers of change, April, 9, 2005, Minneapolis, Minnesota. [Available: <http://www.oclc.org/research/presentations/lavoie/acrl2005.ppt>]
- Connaway, L. S. (2005). *Meeting the information needs of college and university users: Preliminary results of a two-year, multidisciplinary user investigation*. Presented at the NFAIS 47th Annual Conference, February 28, 2005, Philadelphia, Pennsylvania. [Available: <http://www.oclc.org/research/presentations/connaway/nfais2005.ppt>]
- Connaway, L. S. (2005). *An overview of the IMLS project: Sense-making the information confluence: The whys and hows of college and university user satisficing of information needs*. Presented at the Library of Congress Forum, American Library Association Midwinter Conference, January 16, 2005, Boston, Massachusetts. [Available: http://www.oclc.org/research/presentations/connaway/alamw05_lcforum.ppt]
- Connaway, L. S., Wicht, H., & Knievel, J. (2004). *Collection analysis with circulation, ILL and collection statistics: A follow-up presentation*. Presented at the Charleston Conference Issues in book and serial acquisition, November 5, 2004, Charleston, South Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/charleston2004.ppt>]
- Connaway, L. S. (2004). *Estimating audience level of monographs using holding patterns in WorldCat*. Presented at Library Research Seminar III: Learning and growing; Inquiry into librarianship, October 14-16, 2004, Kansas City, Missouri. [Available: http://www.oclc.org/research/presentations/connaway/lrsIII_audience.ppt]
- Connaway, L. S. (2004). *Understanding virtual users: Connecting research to practice*. Presented at Library Research Seminar III: Learning and growing; Inquiry into librarianship, October 14-16, 2004, Kansas City, Missouri. [Available: http://www.oclc.org/research/presentations/connaway/lrsIII_transaction.ppt]
- Connaway, L. S. (2004). *OCLC Research: Collection assessment and use studies*. Presented at 2004 ALA Midwinter Meeting, January 9-12, 2004, San Diego, California. [Available: <http://www.oclc.org/research/presentations/connaway/alamw2004.ppt>]
- Connaway, L. S. (2003). *Data mining library collection silos: Print books and e-Books in library collections*. Presented at the Digital Library Federation, November 17-19, 2003, Albuquerque, New Mexico. [Available: http://www.oclc.org/research/presentations/connaway/dlf_20031103post.ppt]
- Connaway, L. S. (2003). *Use of circulation statistics and interlibrary loan data in collection management*. Presented at The Games People Play: 23rd Annual Charleston Conference, November 7, 2008, The Lightsey Center, Charleston, South Carolina. [Available: http://www.oclc.org/research/presentations/connaway/charleston_20031103.ppt]

SELECTED PRESENTATIONS, CONTINUED:

- Connaway, L. S. (2003). *The effect of electronic resources on space considerations*. Presented at The library as place: Symposium on building and revitalizing health sciences libraries in the Digital Age, co-hosted by the National Library of Medicine (NLM) and the Association of Academic Health Science Libraries (AAHSL), November 5–6, 2003, Lister Hill Center, National Institutes of Health Campus, Bethesda, Maryland. [Available: http://www.oclc.org/research/presentations/connaway/nlm_20031106.ppt]
- Connaway, L. S. (2003). *Collection assessment and use studies*. Presented to the OCLC Members Council Digital Libraries Research Interest Group, October 28, 2003, Dublin, Ohio. [Available: <http://www.oclc.org/research/memberscouncil/2003-10/connaway.ppt>]
- Connaway, L. S. (2003). *What can be learned from usage data*. Presented at the ASIS&T Annual Conference, October 22, 2003, Long Beach, California. [Available: <http://www.oclc.org/research/presentations/connaway/asist20031003post.ppt>]
- Connaway, L. S. (2003). *A comparison of the functions and processes associated with identifying, selecting, acquiring, and organizing paper books and electronic books*. Presented at the Association of College and Research Libraries, April 10-13, 2003, Charlotte, North Carolina.
- Connaway, L. S. (2001). *Research in the 21st century: Trends in library collections and access*. Presented at concurrent session during the Society for Scholarly Publishing Conference, June 8, 2001, San Francisco, California.
- Connaway, L. S. (2001). *Upstreaming: Changing expectations in libraries & information provision*. Presented at the Society for Scholarly Publishing Conference, Plenary III, June 8, 2001, San Francisco, California.
- Connaway, L. S. (2001). *Bringing electronic books (eBooks) into the digital library*. Presented at the National Online Conference, May 15-17, 2001, New York City, New York.
- Connaway, L. S. (2001). *eBooks and enterprise-wide learning in the future*. Presented at the eLearning Conference, April 19, 2001, Washington Convention Center, Washington, D.C.
- Connaway, L. S. (2001). *netLibrary: Helping the proliferation of the scholarly monograph*. Presented at the Scholarly Communication Symposium Digital publishing, March 23, 2001, University of Nebraska, Lincoln, Nebraska.
- Connaway, L. S. (2000). *netLibrary: Helping or hindering the demise of the scholarly monograph?* Presented at the Modern Language Association Conference, December 28, 2000, Marriott, Washington, D.C.
- Connaway, L. S. (2000). *Exploring partnerships: Opportunities for collaborations: What can producers and vendors provide?* Presented at the Library of Congress Bicentennial conference on bibliographic control for the new millenium: AACR2, metadata, and the web, November 15-17, 2000, Library of Congress, Washington, D.C.
- Connaway, L. S. (2000). *eBook challenges and opportunities in the new millennium*. Presented at Online publishing: Winning strategies and business models for the transition to electronic book publishing, July 17, 2000, Sydney, Australia.

SELECTED PRESENTATIONS, CONTINUED:

- Connaway, L. S. (2000). *Libraries: Bridging the digital divide*. Presented at the HEAR Conference, July 12-14, 2000, Crested Butte, Colorado.
- Connaway, L. S. (2000). *eBooks into the digital library*. Presented at the Library Information and Technology Association, ALA Annual Conference, July 9, 2000, Chicago, Illinois.
- Connaway, L. S. (2000). *The emerging role of electronic books*. Presented at Building scholarly communities, the 136th Membership Meeting of the Association of Research Libraries, May 19, 2000, Baltimore, Maryland.
- Connaway, L. S. (2000). *eBooks into the digital library*. Presented at the Manitoba Library Conference, May 11-13, 2000, Winnipeg, Canada.
- Connaway, L. S. (2000). *The issues and challenges of electronic books in the digital library*. Presented at the Alberta Library Association Conference 2000, April 27-30, 2000, Alberta, Canada.
- Connaway, L. S. (2000). *The new aggregators: Internet libraries*. Presented at a discussion panel at the National Electronic Publishing Seminar, April 13-15, 2000, Library of Congress, Washington, D.C.
- Connaway, L. S. (2000). *Electrifying the book: Evolution or revolution?* Presented on April 4, 2000, Brooklyn, New York.
- Connaway, L. S. (2000). *Electronic books: The next big thing?* Presented at the Public Library Association Conference 2000, March 31, 2000, Charlotte, North Carolina.
- Connaway, L. S. (2000). *Bringing electronic books into the digital library*. Presented at the Internet Librarian International 2000, March 19-23, 2000, Olympia 2, London, England.
- Connaway, L. S. (2000). *Are eBooks in your (library's) future? Models for selection, acquisition, and access to eBooks*. Presented at the Indiana Library Federation Preconference, March 13, 2000, Indiana Convention Center, Indianapolis, Indiana.
- Connaway, L. S. (2000). *Electronic books (eBooks) in the digital library: Opportunities and challenges for librarians and publishers*. Presented at the eBook Forum–NYLINK, March 6, 2000, Rochester, New York.
- Connaway, L. S. (2000). *Purchasing electronic books (eBooks): Opportunities and challenges for librarians and publishers*. Presented at the Ontario Library Association Conference, February 4, 2000, Toronto, Canada.
- Connaway, L. S. (2000). *Challenges of cataloging eBooks*. Presented at the Heads of Cataloging Discussion Group, ALA Midwinter 2000 Conference, January 17, 2000, San Antonio, Texas.
- Connaway, L. S. (2000). *Preservation in the new millennium: Saving Dick and Jane through new technologies*. Presented at the Preconference forum at the ALA Midwinter Conference 2000, January 14, 2000, San Antonio, Texas.

SELECTED PRESENTATIONS, CONTINUED:

- Connaway, L. S. (2000). *A system (experimental) for organizing and retrieving multimedia resources*. Presented at ALISE Annual Conference 2000, January 12, 2000, San Antonio, Texas.
- Connaway, L. S. (1999). *The future of eBooks from the publisher's and librarian's perspective*. Presented at the Amigos 1999 Fall Conference, November 11-12, 1999, Dallas, Texas.
- Connaway, L. S. (1999). *Future of eBooks in the role of scholarly communication and distance education*. Presented at the Charleston Conference, November 5, 1999, Charleston, South Carolina.
- Connaway, L. S. (1999). *Electronic books: Issues for producers, licensees, purchasers, and users*. Presented at the ASIS Annual Conference, November 3, 1999, Washington, D.C.
- Connaway, L. S., & Bruce, B. (1999). *A system (experimental) for organizing and retrieving multimedia resources*. Presented at the ASIS Annual Conference, November 2, 1999, Washington, D.C.
- Connaway, L. S. (1999). *Bringing eBooks into the digital library*. Presented at Netspeed-99, September 24, 1999, Edmonton, Alberta.
- Connaway, L. S. (1999). *Future of eBooks*. Presented at the Society for Scholarly Publication Conference, June 11, 1999, Boston, Massachusetts.
- Connaway, L. S. (1998). *Electronic books and distance education: A natural partnership*. Presented at a luncheon sponsored by the netLibrary, Inc. and the University of Denver at the Association of Library and Information Science Educators 1999 Conference, January 27, 1999, Philadelphia, Pennsylvania.
- Connaway, L. S. (1998). *Re-visioning the curriculum*. Presented at the Plenary Session at the Association of Library and Information Science Educators 1998 Conference, January 8, 1998, New Orleans, Louisiana.
- Connaway, L. S., & Budd, J. M. (1998). *Discursive content and discursive power in library and information science education*. Presented at the Association of Library and Information Science Educators 1998 Conference, January 7, 1998, New Orleans, Louisiana.
- Connaway, L. S., Logan, R., & Brown, C. (1997). *Identifying and representing electronic engineering resources: A case study in knowledge management*. Presented at the International Symposium on Research, Development & Practice in Digital Libraries: ISDL '97, sponsored by the University of Library and Information Science, November 19, 1997, Tsukuba Science City, Japan.
- Connaway, L. S. (1997). *The future of education in library and information science: Reforming or reinventing?* Sponsored by the Committee on Education and presented as one of four speakers at the American Library Association 1997 Annual Conference, June 29, 1997, San Francisco, California.
- Connaway, L. S. (1997). *Creating the CyberCataloger: Educating and training librarians to catalog electronic resources*. Presented at a discussion sponsored by the Heads of Cataloging Discussion Group and The Committee on Education, Training, and Recruitment for Cataloging, February 17, 1997, Washington, D.C.

SELECTED PRESENTATIONS, CONTINUED:

- Connaway, L. S. (1997). *Educating information professionals for a changing environment*. Presented at the Association of Library and Information Science Educators 1997 Conference, February 12, 1997, Washington, D.C.
- Connaway, L. S. (1996). *Regional opportunities for a professional library degree*. Presented at the Wyoming Library Association Program, October 3, 1996, Casper, Wyoming.
- Connaway, L. S. (1996). *Educational opportunities for Colorado information specialists*. Presented at the Colorado Educational Media Association and the Colorado Library Association Joint Conference, Technical Services and Automation Division, August 15-17, 1996, Denver, Colorado.
- Connaway, L. S. (1996). *What we do & who we are: Changing roles in technical services*. Presented at the Colorado Educational Media Association and the Colorado Library Association Joint Conference, Technical Services and Automation Division, August 15 - 17, 1996, Denver, Colorado.
- Connaway, L. S. (1996). *Beyond bean counting: Focus groups and other client centered methodologies*. Presented at ALA Annual Conference, LAMA Statistics Section, Data Collections for Library Managers Committee; PLA Research and Statistics Committee, July 7, 1996, New York City, New York.
- Connaway, L. S., & Budd, J. M. (1996). *Effects of information networking on the communication and collaboration of scholars*. Paper session presented at the Finding common ground: Creating a library of the future without diminishing the library of the past conference, sponsored by the Harvard College Library, March 30-31, 1996, Cambridge, Massachusetts.
- Connaway, L. S., & Wallace, D. (1996). *Organized access to engineering Internet resources using indexing principles*. Presented at the Finding common ground: Creating a library of the future without diminishing the library of the past conference, sponsored by the Harvard College Library, March 30-31, 1996, Cambridge, Massachusetts.
- Connaway, L. S. (1996). *Preparing information professionals for a changing environment*. Presented at the College and University Division Spring Meeting, Colorado Library Association, March 18, 1996, Denver, Colorado.
- Connaway, L. S., & Raber, D. (1996). *Two cultures, one faculty: Contradictions of library and information science education*. Presented at General session I: Conflict and cooperation in changing cultures: The academy and LIS education, Association of Library and Information Science Educators 1996 Conference, January 17, 1996, San Antonio, Texas.
- Connaway, L. S. & Wallace, D. (1995). *Organized access to engineering internet resources using indexing principles*. Presented at the American Society for Information Science Annual Conference, October 9-12, 1995, Chicago, Illinois.
- Connaway, L. S. (1995). *The changing role of technical services*. Presented at the Missouri Library Association Annual Conference, October 5, 1995, Kansas City, Missouri.

SELECTED PRESENTATIONS, CONTINUED:

Connaway, L. S. (1995). *The levels of decisions and involvement in decision-making: Effectiveness and job satisfaction in academic library technical services*. Presented at the Association of College and Research Libraries 7th National Conference, March 30, 1995, Pittsburgh, Pennsylvania.

Connaway, L. S. (1995). *The competencies necessary for a cataloger*. Served as panelist for the Heads of Cataloging Discussion Group, Association for Library Collections and Technical Services, at the American Library Association Midwinter Conference 1995, February 6, 1995, Philadelphia, Pennsylvania.

Connaway, L. S. (1993). *The levels of decisions and involvement in decision-making: Effectiveness and job satisfaction in academic library technical services*. Presented at the American Library Association Annual Conference, 1993, Library Research Round Table Forum, June 27, 1993, New Orleans, Louisiana.

Connaway, L. S. (1993). *Quality in technical service: How we teach it, how we achieve it from the research perspective*. Presented at the Association of Library and Information Science Educators 1993 Conference, January 20, 1993, Denver, Colorado.

Connaway, L. S. (1991). *Are we there yet? Women in a core collection for undergraduate libraries*. Presented at the 16th Annual Women's Studies Conference, October 19, 1991, University of Wisconsin – Milwaukee, Milwaukee, Wisconsin.

Connaway, L. S., & Johnson, D. W. (1990). *Cataloger as decision-maker*. Presented at the Wisconsin Library Association Annual Conference, November 14, 1990, Appleton, Wisconsin.

AWARDS & HONORS:

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|----------------------|--|
| 2012 | 2012 Reference Service Press Award, Reference and User Services Association (RUSA) “Are we getting warmer?” Query clarification in live chat virtual reference. <i>Reference & User Services Quarterly</i> , 50(3), 259-279. |
| 2005 | Succession Management Training OCLC |
| 1994 | Gold Chalk Award , Graduate Professional Council University of Missouri-Columbia |
| 1993 | Beta Phi Mu , International Library Science Honor Society Beta Beta Epsilon, University of Wisconsin-Madison chapter |
| 1991 | TA Fellow , College of Letters and Science University of Wisconsin – Madison |
| 1987, 1990, and 1997 | Professional Development Grant Mountain Plains Library Association |

PROFESSIONAL ORGANIZATIONS & ASSOCIATIONS:

American Library Association

Research Series Editorial Board, 2009-2012
Committee on Education, 1997-1999 and 2009-2011
Chair, 2009-2010
Committee on Accreditation, 2005-2009
Chapter Councilor, 2001-2003
Represent the Colorado Library Association
eBook Task Force, 2001-2003
Loleta Fyan Grant Jury, 1997

Association for Library Collections & Technical Services

Library Resources & Technical Services Editorial Board, 2001-2005.
Media Resources Committee, 1999-2003
Margaret Mann Citation Committee, 1994
Education for Collection Development Committee, 1994
Committee on Education, Training and Recruitment for Cataloging, 1994-1999

Association for College and Research Libraries

15th Conference Executive Committee, 2009-2011
Invited Speaker Committee, Co-Chair, 2009-2011
Research Planning & Review Committee, Vice-Chair, 2009-2011, Chair 2011-2012
President's Program Committee, Co-Chair, 2006
12th Conference Executive Committee, 2003-2005
Innovations and Scholarship Subcommittee, Chair, 2003-2005

Library Information and Technology Association

Library Research Round Table

Vice-Chair, 2011-2012
Chair, 2012-2013
Member at Large, 2000-2003
Program Chair, 1997-98

Reference and User Services Association

American Society for Information Science and Technology

Annual Conference Co-Chair, 2011
Classification Research Special Interest Group
Education Special Interest Group
Information Needs, Seeking and Use Special Interest Group
Digital Libraries Special Interest Group

Association of Library and Information Science Educators

Member of Development & Advancement Committee, 2007-Present
Member of the Professional Contribution to LIS Education Award, 2008
OCLC/ALISE Library and Information Science Research Grant Program, Chair,
2005-present
New Faculty Special Interest Group, Convener, Annual Conference 1994 and 1995
Technical Services Education Special Interest Group, Convener, Conference 1994
Membership Committee, 1993-95
Technical Services and Automation Division, Secretary, 1988-1989

PROFESSIONAL ORGANIZATIONS & ASSOCIATIONS, CONTINUED:

Colorado Library Association

College and University Division, Secretary, 1987-1988

International Federated Library Association

Library Theory and Research Section, 2007-2011, 2011-2015

Representative for the American Library Association, Library Research Round Table

Mesa College Office Personnel Association, President, 1987-1988

Mountain Plains Library Association, 1985-1989 and 1995 to present

SERVICE:

Open Ebook Forum, 1999-2004

Special Library Association, 1989-1992, and 2000-2003

Council on Library Resources, Reviewer

Journal of Education for Library and Information Science, Reviewer

Journal of the American Society for Information Science, Reviewer

Mesa County Public Library District

Strategic Planning Committee Member, 2008

One Book Committee, Steering Committee Member, 2007 to present

Advisory Board, Library and Information Science Program, University of Denver,
August 1995 to present

Editorial Board of journal, *Library and Information Science Research*, January 1999 to 2006

Advisory Council, School of Information Studies, Florida State University, February 2000-2002

NISO Networked Reference Services Workshop, Member, April 2001

NISO Forum on Library Statistics and Performance Measures, Member, February 2001

Search Committee for the Director of Human Resources, University of Denver, 1998

Search Committee for the Associate Dean of Academic Affairs, University College, University of Denver, 1998

U.S. Institute of Museum & Library Services, National Leadership Grants Review Committee,
1998

Advising Task Force, University College, University of Denver, 1997-98

Faculty Senate, University of Denver, University College Senator, 1996-98

Lynn Silipigni Connaway

SERVICE, CONTINUED:

U.S. Department of Education, Library and Information Science Program Fellowship Review Committee, 1996

Advisory Committee for the U.S. Department of Education funded OCLC project "Building a Catalog of Internet Resources," Member, 1995-1996